

*Dear Citizen:*

**We depend on police officers to help protect us and keep our community safe.**

**However, there are times when police officers and citizens cross paths and don't see eye to eye.**

If you feel that a police officer did not treat you in an appropriate manner or did not perform properly, please know that you may contact us to make a complaint.

The Louisville Metro Human Relations Commission will provide a Citizen Advocate to guide you through the process of filing a complaint, and will ensure that your concerns are investigated. Inside this brochure you will find an explanation of the process.

502-574-3631

[louisvilleky.gov/humanrelations](http://louisvilleky.gov/humanrelations)

Carolyn Miller-Cooper  
Executive Director



Human  
Relations  
Commission

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**Greg Fischer**  
**Mayor**

Louisville Metro Council

## YOU AND THE POLICE

A guide to the citizen complaint process on police conduct.

**You have the right to file a complaint.**

*You do not have to be a member of a protected class to receive our help.*

*Criminal activity by an officer is investigated by the PIU (Professional Integrity Unit) of the LMPD.*



## Citizen Complaint Process

### COMPLAINT

The Citizen Advocate meets with the citizen at the Human Relations Commission office before accompanying the citizen to the PSU to file the complaint.

### PSU

The LMPD's Professional Standards Unit handles all complaints, investigating them and turning over its findings to the Chief of Police for determination.

### CHIEF OF POLICE

Once the Chief receives the investigation results, he or she makes a determination on whether the complaint is valid and what disciplinary action to take.

### MERIT BOARD

The Chief's decision may be appealed to the Louisville Metro Police Merit Board by the citizen or the officer against whom the complaint was lodged. The Merit Board consists of members of the police department as well as citizens, and the proceedings are open to the public.

## Louisville Metro Human Relations Commission

The LMHRC ensures that groups in Louisville participate in civic activities and have a voice in the community. We have legally-chartered responsibilities to enforce anti-discrimination laws. For an extensive explanation of our legal enforcement duties and equal opportunity services, visit our website.

Our mission is to ensure the integrity of the complaint process for both sides.